

# TRANSPORTATION RULES

## You are Responsible for Knowing and Complying with these Rules

You are a valued customer of All About You Limos, LLC ("AAYLimos") and we want you to enjoy your use of our vehicle. This agreement is to ensure the integrity of our vehicle is maintained for future business and convey to you our limitations. Therefore, these rules apply to ALL transportation provided by AAYLimos AND are part of your service contract.

AAYLimos agrees to provide the designated vehicle and a driver at the time, date and location specified on the contract. We reserve the right to substitute or upgrade the vehicle at no additional charge. You are responsible for informing all passengers of these rules and are accepting responsibility for yourself and your guests.

1. Request for additional hours will be considered only if the vehicle is not scheduled for other work and will be at the discretion of the chauffeur. Customer is responsible for getting your group together and into the limo to allow adequate time to reach your final destination at the stated drop off or agreed extension time. Customer agrees to pay for additional time approved by the chauffeur at the rate stated in the contract and double the rate shown for unauthorized or involuntary extensions. We must have a destination as will not just drive around.
2. Number of passengers allowed in the vehicle shall be no more than specified in the contract and is limited to the weight capacity the vehicle is designed to safely carry. No sitting on the seat backs or bars and no standing on the seats or hanging from the grab rails or hand holds. **Please do not deposit ANY FOREIGN material or items in the toilet**, including feminine hygiene products. There will be a \$150 minimum fee per occurrence or the actual cost to clear and or repair the system.
3. We make every attempt to maintain our vehicles and provide you with superior service. Occasionally things happen that are beyond our control. Therefore, AAYLimos is not responsible for delays, cancellations or inconveniences caused by weather, traffic conditions, mechanical problems, airlines and/or airport problems, automobile accidents (regardless of fault) or acts of God. If we must cancel service, you agree to hold us harmless and you acknowledge, understand and agree no liability exists beyond a full refund. Air conditioning does have limitations in extreme temperatures and is affected by passenger load and frequency of door openings. Any time lost will be added to the end of the rental or issued a gift certificate, no cash refunds.
4. AAYLimos and AAYLimos chauffeurs are NOT responsible for any unattended, forgotten, left, lost, damaged or stolen articles in the vehicle at any time. A fee will be charged for after hour retrieval of lost items.
5. No illegal drugs and **ABSOLUTELY NO SMOKING** or tobacco use, including e-cigarettes, vapors, chewing tobacco in any form, IN OR NEAR the vehicles. Alcohol possession or consumption by minors is strictly forbidden. No open food or eating, Jell-O shots, kegs or Styrofoam coolers in the vehicles. An additional cleaning fee will be charged if evidence of these items is found. Drug or **smoking violations will result in immediate termination of service with no refund**. Customer may not attach anything to the interior or exterior of the vehicle without prior written permission from AAYLimos management.
6. All sun roofs shall remain closed and no hanging out of windows or opening emergency exits, except during an actual emergency. A fee will be charged to reseal these exits if opened for non-emergencies. Passengers should remain seated while the vehicle is in motion and AAY is not responsible for injuries while not seated.
7. Customer accepts full responsibility for vehicle damage or special cleaning, and any loss of income due to negligence, carelessness, trashing, excessive spills or mess in or on the vehicles caused by themselves or any member of customer's group (examples: smoking, chew, burns, food, vomiting, scratches, bodily fluid, stains, fighting in vehicles, broken windows/mirrors, etc.) and authorizes AAYLimos to charge the guaranteeing credit card \$150.00 per occurrence or the actual damages, which ever is greater for the expenses. These charges are necessary due to the high cost of cleaning and the revenue and time lost because the limousine cannot be used. If the guaranteeing credit card is not able to be charged for any reason, customer agrees to pay for damages within seven days from the event date. A \$20.00 fee is assessed per broken and/or missing glassware.
8. Any abusive manner towards the Chauffeur or violation of these rules will result in the immediate termination of service or ejection of offending individuals without any refund. Excessive or under age intoxicated persons as determined by the chauffeur will not be allowed on the vehicle. Chauffeur at his or her sole discretion may refuse any destination or route they deem as unsafe to themselves, the vehicle or passengers.
9. Customer agrees to pay for any collection expenses and/or attorney fees and costs associated with AAYLimos' collection efforts and or all legal expense required to enforce or defend this agreement.
10. All deposits are non-refundable and full payment is required for cancellations less than 7 days prior to the event. Fifty percent cancellation penalty for cancellations within 14 days of the event. Full payment must be made prior to the start of service. Customer understands and agrees no cash refunds will be provided for failure of amenities, such as lighting, stereos, HVAC, etc.

Customer agrees to have fun, smile and enjoy our luxury limousines.

I have read the above agreement and agree to the terms and conditions.

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Customer

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Date

rev. 10-2014